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**If you have a
question...**

The State of Illinois

Information Directory



ILLINOIS STATE LIBRARY

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ILLINOIS DOCUMENTS

General Numbers

Governor's Information Agency

(312) 793-2754

Spanish Hotline

(312) 793-2190

Suite 2010

160 North LaSalle Street
Chicago, Illinois 60601



(217) 782-0244

201 West Monroe

Springfield, Illinois 62706



Questions and complaints about: purchase or repair of appliances, cars, consumer products; home improvement services; utilities; condominiums; mail order; public aid; unemployment compensation; landlord-tenant complaints; and all general consumer queries.

Information for all State Agencies

(312) 793-3500

(217) 782-2000



Telephone numbers of state government offices.

Illinois Attorney General

(312) 793-3580

228 North LaSalle Street
Chicago, Illinois 60602

Spanish Hotline

(312) 793-5638

1104 North Ashland Avenue
Chicago, Illinois 60622



(217) 782-1090

500 South Second Street
Springfield, Illinois 62762



Complaints dealing with consumer fraud in advertising and selling. Formal complaints must be filed in person or by letter.

State's Attorney

(312) 443-8425

Richard J. Daley Center
Randolph and Clark Street
Chicago, Illinois 60602



Complaints dealing with consumer fraud in advertising and selling, in Cook County.

Federal Government Information Center

(312) 353-4242

Dirksen Building Lobby
219 South Dearborn Street
Chicago, Illinois 60604



Questions relating to federal government agencies.

Elected State Officials

(312) 793-2050



Information on: elected officials and legislation.

Children and Youth

Children and Family Services

(312) 793-2100

(217) 782-2367



24 hour hotline number to report child abuse and family emergencies

A. Adoption Information Service

(312) 793-4834

2020 West Roosevelt Road
Chicago, Illinois 60608



Adoptions and placements. Also: referrals for unwed mother counseling programs.

B. Department of Mental Health and Developmental Disabilities

(312) 793-2735

160 North LaSalle Street
Chicago, Illinois 60601



(217) 782-2753

753 South Spring Street
Springfield, Illinois 62706



Counseling service and referrals for: alcoholics, emotionally disturbed, mentally ill and developmentally disabled children and adults.

C. Day-Care-Home Licensing

(312) 793-3687

2020 West Roosevelt Road
Chicago, Illinois 60608



(217) 785-2458

Old State Capitol Plaza
Springfield, Illinois 62706



Information on in-home day-care centers.

D. Day-Care-Center Licensing

(312) 793-3014

2020 West Roosevelt Road
Chicago, Illinois 60608



(217) 785-2458

Old State Capitol Plaza
Springfield, Illinois 62706



Information on licensed day-care centers.

E. Foster Home Recruitment

(312) 793-2160
1026 South Damen Avenue
Chicago, Illinois 60612



General information and foster home applications.

Department of Corrections—Parole Board

(312) 793-2676
160 North LaSalle Street
Chicago, Illinois 60601



(217) 785-2334
201 Armory Building
Springfield, Illinois 62706



Parole information.

Illinois Office of Education—Program Service Team

(312) 793-5560
188 West Randolph Street
Chicago, Illinois 60601



(217) 782-5696
100 First Street
Springfield, Illinois 62777



Information on services for handicapped children.

State Scholarship Commission

(312) 793-3745
203 North Wabash Avenue
Chicago, Illinois 60601



(217) 782-6767
525 West Jefferson Avenue
Springfield, Illinois 62702



Student financial aid information and applications for Basic Educational Opportunity Grants.

Family

Asian Assistance

(312) 793-3150
160 North LaSalle Street
Chicago, Illinois 60601



Asian Refugee programs: jobs, relocation and translation services.

Displaced Homemakers Program

(312) 977-2538
8th floor
185 North Wabash Avenue
Chicago, Illinois 60601



(618) 529-2412
408 West Freeman
Carbondale, Illinois 62901



Job training, job placement and counseling service for divorced or widowed women aged 35 to 60.

Public Aid

(312) 793-3033
624 South Michigan Avenue
Chicago, Illinois 60605
(312) 793-4306 (Spanish Hotline)



(217) 782-0960
316 South Second Street
Springfield, Illinois 62762



Toll-free hotline telephone
number to report fraud.

800-252-8903



*General information on: ADC, food stamps, general assistance,
Medicaid and Homemaker's service.*

Senior Citizens

Department on Aging

(312) 793-2914
53 West Jackson Boulevard
Chicago, Illinois 60604



(217) 785-3356
Box 60
Springfield, Illinois 62706



Senior Citizen information and referral service.

Lieutenant Governor's Office

(312) 793-3333
160 North LaSalle Street
Chicago, Illinois 60601



State Toll Free Number

800-252-6565



*Information for senior citizens: rent and property tax relief programs,
food stamps, health and nutrition, legal and public aid,
social security, tax problems and transportation.*

Personal Information

Board of Vocational Education and Rehabilitation (DVR)

(312) 793-2934
160 North LaSalle Street
Chicago, Illinois 60601



(217) 782-2093
623 East Adams Street
Springfield, Illinois 62706



*Diagnostic services, counseling, training and placement service for
ex-offenders and physically and mentally disabled.*

Community Services for the Visually Handicapped

(312) 793-2400
160 North LaSalle Street
Chicago, Illinois 60601





(217) 786-6840
4500 South 6th Street
Springfield, Illinois 62706

Adult rehabilitation programs including: mobility training, braille, crafts and typing.

Dangerous Drug Commission

(312) 822-9860
300 North State Street
Chicago, Illinois 60610



Drug abuse program referrals.

Department of Financial Institutions

(312) 793-2000
160 North LaSalle Street
Chicago, Illinois 60601



(217) 782-8463
421 East Capitol Drive
Springfield, Illinois 62706



Questions and complaints about credit unions, currency exchanges, loan companies, and abandoned, safety deposit box property claims.

Department of Insurance

(312) 793-2427
160 North LaSalle Street
Chicago, Illinois 60601



(217) 782-4515
215 East Monroe Street
Springfield, Illinois 62706



Insurance problems including: redlining, claims, policy cancellations, agents and brokers. Formal complaints must be filed in person or by letter.

Department of Labor—Job Services—CETA

(312) 793-4600
150 North Clinton Street
Chicago, Illinois 60606



(217) 782-2945
923 South 6th Street
Springfield, Illinois 62703



General information on jobs under the Comprehensive Employment Training Act.

A. Apprentice Information Center

(312) 793-5020
150 North Clinton Street
Chicago, Illinois 60606



Union apprenticeship and testing programs.

B. Job Bank

(312) 793-4700
401 West Adams Street
Chicago, Illinois 60603



For employers only who wish to register available jobs with state employment agencies.

C. Job Corps (312) 793-4775
150 North Clinton Street
Chicago, Illinois 60606



Training program for unemployed 16-22 year olds, resulting in a two-year job program—usually out of state.

D. Job Service (312) 793-4050
910 South Michigan Avenue
Chicago, Illinois 60603

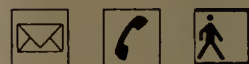


(217) 782-2945

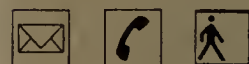


Employment program.

E. Unemployment Compensation (312) 793-5280
910 South Michigan Avenue
Chicago, Illinois 60603



(217) 782-3846
923 South 5th Street
Springfield, Illinois 62705
Mail: P.O. Box 138



General information number.

Department of Mental Health—Alcoholic Unit (312) 793-2907
188 West Randolph Street
Chicago, Illinois 60601



(217) 786-6314
901 Southwind Road
Springfield, Illinois 62703



Referrals to halfway house and detoxification programs.

Department of Personnel—State of Illinois (312) 793-2394
160 North LaSalle Street
Chicago, Illinois 60601



(217) 782-4841
504 State Office Building
Springfield, Illinois 62706



Recruitment, testing and counseling for state civil service jobs.

Department of Public Health (312) 793-2793
160 North LaSalle Street
Chicago, Illinois 60601





(217) 782-4977
535 West Jefferson Street
Springfield, Illinois 62706

Birth and death certificates, information and referral on birth control, immunization and VD programs, chronic and communicable diseases. Also complaints dealing with nursing homes.

D. I. A. L.—Disabled Individual's Assistance Line

(312) 793-5000
160 North LaSalle Street
Chicago, Illinois 60601

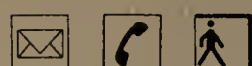


Call collect—
no charge.

Information and referral programs: housing, jobs and medical benefits.

Equal Employment Opportunity Office (EEO)

(312) 793-2430
160 North LaSalle Street
Chicago, Illinois 60601



(217) 782-1804
515 Stratton Building
Springfield, Illinois 62706

Complaints on discriminatory employment practices, newsletters, symposiums, EEO training program for state agencies.

Human Relations Commission

(312) 793-2893
160 North LaSalle Street
Chicago, Illinois 60601



(217) 782-3992
4 West Old State Capitol Plaza
Springfield, Illinois 62701

Complaints about discrimination in: employment, housing, and public accommodations.

Revenue Department

State Toll Free Number

800-252-8972

Cook County Only

(312) 641-2150
160 North LaSalle Street
Chicago, Illinois 60601



(217) 782-3344
1500 South 9th Street
Springfield, Illinois 62708

General information on state income tax, tax refund, and senior citizen tax relief programs.

Revenue Department—Lottery Board

(217) 782-6472
P.O. Box 4032
Springfield, Illinois 62708



Questions and complaints about game rules, winning numbers, and state wide locations of claim centers.

“Where do you go to find the right answer?”

The State of Illinois agencies, commissions and departments listed here can answer a wide variety of questions, from auto repair and complaints about service to the identification of programs for people with special needs including: children, displaced home-makers, the aged, handicapped or unemployed.

If your question requires a more specific answer, the general information offices listed in this directory can refer you to the right source.

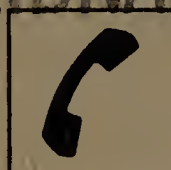
Agencies and telephone numbers do change. If you cannot reach an office please check with the Office of Interagency Cooperation (312) 793-2754 for a new listing.

Some agencies and departments handle only telephone calls. Others can handle walk-in requests. Each agency or department is identified with the symbol which describes its service facilities.

ILLINOIS STATE LIBRARY



mail



telephone



walk-in

Public Information

Department of Agriculture

(312) 793-2180
30 West Washington Street
Chicago, Illinois 60606



(217) 782-2172
State Fair Grounds
Springfield, Illinois 62706



Question and consultation service: gardening, insects, lawn care, soil, and food. Questions and complaints about kennels, pet shops and animal welfare.

Department of Business and Economic Development—Minority Business Enterprises

(312) 793-3263
Suite 1100
205 West Wacker Drive
Chicago, Illinois 60606



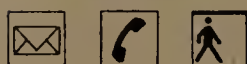
(217) 782-4999
222 South College Street
Springfield, Illinois 62706



Technical assistance, information and referral services for the small businessman.

Department of Conservation

(312) 793-2070
160 North LaSalle Street
Chicago, Illinois 60601



(217) 782-6302
605 Stratton Building
Springfield, Illinois 62706



Licenses and permits for hunting, fishing, camping, boating, snowmobiling. Information on outdoor recreation areas, state parks, historical sites, tree diseases, facilities for handicapped and Senior Citizens Golden Eagle passes.

Department of Labor

(312) 793-2810
910 South Michigan Avenue
Chicago, Illinois 60605



State-wide licensing of private employment agencies.

Department of Registration and Education

(312) 341-9810
55 East Jackson Blvd.
Chicago, Illinois 60604



(217) 782-4624
320 West Washington
Springfield, Illinois 62701



Questions and complaints about more than 30 licensed professions, trades, and occupations including: accountants, barbers and beauticians, collection agencies, funeral directors, real estate brokers, and others.

**Division of Water
Resources**

(312) 793-3864
300 North State Street
Chicago, Illinois 60610



(217) 782-3488
2300 South Dirksen Parkway
Springfield, Illinois 62764

Statewide local assistance program for flooding and draining.

**Environmental Protection
Agency—
General Information**

(312) 345-9780
1701 First Avenue
Maywood, Illinois 60153



(217) 782-9690
2200 Churchill Road
Springfield, Illinois 62706



Air, noise and water pollution control.

**A. To Report Air, Noise or
Water Pollution**

(217) 782-5562
2200 Churchill Road
Springfield, Illinois 62706



B. Emergency Action Team

(217) 782-3637
2200 Churchill Road
Springfield, Illinois 62706



*Ozone level reports. Receives complaints of air pollution,
oil spills, and hazardous material leakage.*

**Illinois Commerce
Commission—Consumer
Assistance Department**

(312) 793-2887
160 North LaSalle Street
Chicago, Illinois 60601



*Questions and complaints about gas and electric bills and utility
service cut offs.*

Call collect—no charge

(217) 782-2024
527 East Capitol Avenue
Springfield, Illinois 62701



*State-wide number for questions and complaints about telephone
utilities. Also questions and complaints: bills, deposits, and
services provided by all utilities.*

**Illinois Commerce
Commission—Motor
Carrier Division**

(312) 793-2862
160 North LaSalle Street
Chicago, Illinois 60601



(217) 782-6785
527 East Capitol Avenue
Springfield, Illinois 62701



Questions and written complaints about licensed Illinois movers; rates, charges, estimates, insurance and storage for moves within Illinois.

Illinois Department of Transportation

(312) 884-4000
1000 Plaza Drive
Schaumburg, Illinois 60190



(217) 782-7820
2300 Dirksen Parkway
Springfield, Illinois 62764



Questions about maintenance and repair of bridges, highways, dams and traffic lights.

Illinois State Library

(217) 782-5430
Centennial Building
Springfield, Illinois 62756



Information on status of legislation.

Institute of Natural Resources

(312) 793-3870
309 West Washington
Chicago, Illinois 60602



Information about state natural resources: educational and outreach programs.

A. Division of Energy

(217) 782-1926
222 South College Street
Springfield, Illinois 62706



Information and referrals: energy conservation and alternative energy programs including solar energy, audits and vanpooling.

Office of Business Information

State Toll Free Number

800-252-2923
222 South College
Springfield, Illinois 62706



Liaison service between business and government.

Secretary of State

(312) 793-3373
188 West Randolph Street
Chicago, Illinois 60601



State Toll Free Number

800-252-8980
213 State House
Springfield, Illinois 62756



Driver's licenses, license plates, copies of Illinois Rules of the Road, and free road maps. Also handles used car dealer complaints.

**State Emergency Services
and Natural Disaster Agency**

Cook County

(312) 246-4610
4357 Wolf Road
Western Springs, Illinois 60558

Outside Cook County

(312) 653-4929
136 North County Farm Road
Wheaton, Illinois 60187



(217) 782-7860
110 East Adams
Springfield, Illinois 62706

Statewide emergency mobilization service: tornadoes, floods and nuclear safety.

Veteran's Affairs

(312) 793-2460
1229 South Michigan Avenue
Chicago, Illinois 60605



(217) 782-6641
126 West Jefferson Street
Springfield, Illinois 62705



Information on VA benefits, bonus program, paraplegic housing and the scholarship program for veteran's children.



State of Illinois

James R. Thompson,
Governor

Office of Interagency Cooperation

Annie Moldafsky, Special
Assistant to the Governor on
Consumer Affairs

Room 2010
160 North LaSalle Street
Chicago, Illinois 60601

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